

Job Title:	Zoo Administrator
Job Description Number:	2902
Department/Division:	Parks & Recreation/Zoo
Exemption Status:	Exempt
Pay Grade:	113
Immediate Supervisor:	Director of Parks & Recreation
Normal Work Schedule:	Mon-Fri, 8 hours/day

Brief Description of the Job:

Oversee the Zoo's operation for the City of Greenville by administering the day to day operations and activities, providing leadership in shaping the future of the zoo, and promoting the zoo and its mission within the community of Greenville and throughout the community of zoo and aquarium professionals. Create an atmosphere of open communication and teamwork that allows for individuals to participate in the operational process, develop skills necessary for working as a team and gain an understanding of the "Big" picture and buy-in by having part ownership of the solution. Work with the Department Director and other City Departments to understand and share the value and goals of the City organization as well as the procedures and protocols for doing business within the structure. Participate in applicable AZA related programs and ensure that the zoo maintains at or above levels of expectation required to meet the accreditation requirements. Work with Zoo management staff to develop their skills and confidence as zoo professionals and to ensure support for their growth and development within the industry. Maintain contact with other zoos and zoo professionals and organizations to follow trends and needs as animal collections, spatial needs, and societal values change. Share information gathered with the staff, City supporting organizations, and the community of Greenville to work towards a collaborative understanding of what a zoo is, what the zoo should be, what the community would like it to be, and what the zoo will ultimately become. Assist in exhibit design, renovation, and construction. Assist in animal capture, restraint, training, and medical procedures. Directly supervise the Deputy Director for Animal Health, the General Curator, the Zoo Business Administrator, and the Maintenance supervisor. Give direction on landscape design and maintenance projects. Assist staff in special events set-up, operation, and supervision.

Essential Functions:

Administrate day-to-day operations and activities of the zoo (45%): Monitor and approval of financial expenditures. Support the efforts of the management team to accomplish their work group goals. Communicate information upward and downward to meet various project needs. Promote the mission of the Zoo, the department, and the City of Greenville. Help staff to develop and increase their skill base by one-on-one interaction and group meetings. Assist management staff with personnel questions and issues. Interact with staff to identify and address concerns at all levels of the organization.

Provide Leadership in shaping the future of the Zoo and how it functions in the community (35%): Work with the animal management committee to provide the best possible health care and husbandry for the animals in the collection while developing goals for the collection via the Institutional

Collection Plan. Work with the Conservation and Research Committee to provide guidance, opportunities, and suggestions designed to ensure the Zoo's continued commitment to expanding these aspects of the operation and mission. Work with the Safety Committee to develop and maintain a running list of needs that need to be addressed to improve safety for visitors, staff, and animals. Work with the Zoo's management committee to ensure an open flow of information between work groups and to develop policies that create uniformity within the entire zoo operation. Work directly with the Zoo Business Administrator to review marketing and promotional materials; to organize special events and after-hours rentals; to monitor expenditures and identify any budgetary concerns. Work directly with the Deputy Director for Animal Health and Educator Curator to look at and expand education programming opportunities. Work directly with the General Curator to develop exhibit changes and facilitate collection changes. Work with the Maintenance Supervisor to ensure the day-to-day maintenance and work orders are being accomplished as well as helping to coordinate work for larger projects and special events.

Provide Leadership in Public Relations (20%): Represent the Zoo in newspaper, radio, and television interviews. Write press releases or create information sheets for City Public Information staff to create them to promote or recognize zoo activities. Interact with visitors on a daily basis as well as special events. Promote the zoo by speaking at clubs and civic organizations. Work with the Friends of the Greenville Zoo organization to promote the fundraising efforts for the capital improvement programs.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Medium strength demands include exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.

Physical Demands: Continuously requires using vision and hearing. Frequently requires standing, fine dexterity, walking, sitting, handling, and talking. Occasionally requires lifting, carrying, kneeling, and pushing/pulling. Rarely requires reaching, crawling, climbing, foot controls, balancing, bending, crouching, and twisting.

Machines, Tools, Equipment, and Work Aids: Copier, fax, scanner, telephone, power tools, hand tools, trucks, Cushman, shotgun, digital camera, and calculator.

Computer Equipment and Software: Computer, scanner, MS Office programs, CounterPoint and Raiser's Edge software, Corel Draw, AS-400 and/or HTE Naviline accounting software, and Zoo Information Management System (ZIMS) software.

Working Conditions

Overall Working Conditions: Satisfactory: Occasional exposure to unpleasant environmental conditions and/or hazards.

Environmental Conditions: Weekly exposure to wetness and/or humidity. Monthly exposure to respiratory hazards. Seasonal exposure to extreme temperatures and noise and vibration.

Health and Safety: Rare exposure to mechanical hazards, chemical hazards, electrical hazards, fire hazards, communicable diseases, and physical danger or abuse.

Primary Work Location: Office environment and Zoo grounds.

Protective Equipment Required: Steel-toed shoes. Designated PPEs for specific areas and activities within the zoo.

Non-Physical Demands

Frequently requires time pressures, frequent change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team, and tedious or exacting work. Occasionally requires emergency situations and noisy/distracting environment.

Job Requirements

Formal Education: Bachelor's degree or equivalent in a biological science is required.

Experience: Over six years of experience in an AZA accredited zoological facility is required. Four of these years must be supervisory, managerial, or administrative.

Driver's License Required: Class D South Carolina Driver's license.

Certifications and Other Requirements: None.

Job Demands

Reading: Advanced Level: Ability to read, analyze, and interpret general business periodicals, professional journals, technical journals and procedures, financial reports, legal documents, and governmental regulations as well as literature, books, reviews, reports, and abstracts.

Math: Advanced Level: Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and functions of real and complex variables.

Writing: Advanced Level: Ability to write policies, contracts, speeches, formal presentations, and/or technical and legal documents and correspondence.

Human Collaboration Skills: Final decisions regarding policy development and implementation are made and/or recommended. Interaction with others outside the organization requires exercising participative management skills that support team efforts and quality processes. Work has a moderate impact on the organization. External contacts include the public, media, Friends of the Zoo, other zoos, sponsors, and businesses. Internal contacts include Finance, Human Resources, Engineering, Public Works, and Parks and Recreation.

Management and Supervision: Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed. Semi-complex scope of supervision. This position is responsible for supervising the positions

of Deputy Zoo Administrator for Animal Health, Zoo Business Administrator, Zoo, General Curator, and Supervisor (Maintenance).

Technical Skill: Advance Skill: Work requires advanced skills and knowledge in approaches and system, which affect the designs and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively. Advanced application: Work affects accuracy of multiple projects.

Fiscal Responsibility: Position develops the budget for a division and/or multiple programs and projects. Has responsibility for recommending requests to the Department head. Recommends to department head execution of procurement documents, journal entries, and budget transfers.

Freedom to Act and Impact of Action

Receives Limited Direction: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically. Significant impact of action: Considerable benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.